



Session 5.2
Monitoring Quality of Health Care



What is Quality Health Service/Care?

- a service that meets the needs of beneficiaries
- a service that respects their rights
- determined by a range of criteria relating to the satisfaction expressed by a person or a group of individuals in relation to resolving a health problem

Rights of the Members

- right to **information**
- right to **access**
- right to **choice**
- right to **safety**
- right to **privacy and confidentiality**
- right to **dignity, opinions and comfort**
- right to **continuity**

Service Providers' Needs

- **Good quality material and infrastructures**
- **Adequate management and supervision**
- **Information, training and development of staff**

Checklist on Quality Health Care

- it is based on the principal rights of clients to quality health care and the duty of care providers to provide quality services
- enables HMIS and care providers to identify the essential principles of quality care,
- designed to recognize and to exceed the needs and expectations of your members.

Ways to Monitor Quality of Care

- include problem solving in the 'process' of cooperation, rather than assigning blame
- Joint/organized meetings to identify problems or prepare questionnaires
- design an action plan that includes the sources of problems, solutions, the people responsible and a period during which the solution will be implemented
- participative approach to try to involve both parties in evaluating the quality of services

Tools to Monitor Quality of Health Care

- **Client Feedback Form**
- **Client Satisfaction Questionnaire**

What is the Client Feedback Form for?

- a simple tool that can be used to immediately obtain feedback from the clients regarding the quality of services they received from your care providers
- Limitations
 - key elements to be assessed is very limited
 - client may not have the interest to fill the form
 - difficult to administer to clients who are seeking treatment
 - respondent may not be able to provide the appropriate comment or rating

What information does the Client Feedback Form contain?

- key elements that make health services high quality
 - service providers' attitudes
 - adequacy of facility/equipment/logistics
 - set-up/arrangement of the facility
 - waiting time
- level of satisfaction of the services provided

How is the Client Feedback Form used?

- (1) developed jointly by HMIS together with service providers to foster transparency and ownership
- (2) can be administered on a monthly or quarterly basis, depending on the availability of your staff to administer them
- (3) to be pro-actively distributed these to clients immediately after they were attended by the health providers
- (4) clients may either be members or non-members of the HMIS
- (5) collected back or dropped in a box in a prominent area in the health facility
- (6) results are analyzed and discussed by both HMIS and service providers
- (7) results to be sex-disaggregated to establish if there are significant differences in experiences, and to probe why

What is the Client Satisfaction Questionnaire for?

- similar with the Health Quality Care Checklist and the Client Feedback Form in terms of the information covered
- difference lies in the method how it is administered and the specificity of the information being collected

What information does the Client Satisfaction Questionnaire contain?

- collects and generates the same information as the previous tools
- more specific with the elements of quality being measured
- generates recommendations from the clients how the services can be further improved
- content can be modified and enhanced, depending on the element of quality health care to be given emphasis